

Notice of References Cited			Application/Control No. 10/008,027	Applicant(s)/Patent Under Reexamination MCEACHERN, J. EDWARD
Examiner VIVEK D. KOPPIKAR		Art Unit 3686		Page 1 of 1

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
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H	US-			
I	US-			
J	US-			
K	US-			
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M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N	JP 2002-366061	01-2002	Japan	Azuma	G06Q10/00
O					
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Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)	
U	"CustomerCast Subscriber Satisfaction System Provides a Powerful Competitive Advantage for Excite@Home" PR Newswire. New York: Nov 18, 1999. pg. 1	
V		
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X		

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

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